Inspections 2 Survey Results By Date Range

Electrical

Mechanical

Michael, you were asked to inspect a lanai at 5 8/15/2010 1398 Arbor Trail for Dr. M Cox, permit issued April 14, 2010 KHO. If you recall we were totally dissatisfied with the windows, and you kindly offered to speak to Lee Hartman regarding questioning passing the structure. To advise you both, after 2 months, yes 2 months of total hassle with Custom Windows, they finally agreed to get the Manufacturer to come and view them. The manufacturers rep was here 2 minutes, and

Building

General

Comments:

said these window are _

and Ms June Walker.

new. If it had not been for the

to replace them all and, FINALLY did so last Friday, August 13, 4 months after they were first fitted. They appear to be totally

unprofessional, uncaring, non business like "attitude" of Custom Windows, this situation would never have occurred. We would like to thank you, and Lee, for offering to help in this matter even though it was not your remit to do so. Dr. Mary M Cox

!! He agreed

Plumbing

Total Permits 0

Date Rcvd Permit Number

Average Mechanical

Average Electrical

Average Plumbing

Average General

Average Building 5

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Page 1 of 1 Monday, October 18, 2010

Planning/Zoning/Development Review

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
8/31/2010		5	5	5	Always a pleasure.
8/31/2010		5	5	5	always professional and courteous. A pleasure to deal with.
Total Per	mits 2				
			5=Excellent		
Average Custon		5	4=Good		
Average Zoning	g/Planning Review	5	3=Expected 2=Fair		
Average Develo	pment Review	5	1=P00r		

Monday, October 18, 2010 Page 1 of 1

Animal Control Adoption

Date Revd	#1	#2	#3	#4	#5	#6	# <i>7</i>	#8	#9	#10	#1 <i>1</i>	#12		Adopt Dog	Explain	Adopt Cat	Explain	Adoption
8/4/2010	5	5	5	4	5	5	5	5	5	5	5	5						
8/6/2010	5	5	5	5	5	5	5	5	5	5	5	5						
Total Su	rvey	/s	2	2							4=G	utsta	J					
Average Average	Que	stio	ı 2	5 5 5									nent Needed ctory	i				
-	Average Question 4 4.5 Questions																	
Average	Que	stion	1 5	5) staff treated n explained the a				
Average	Que	stion	16	5							3. Tł	ie ad	tion process	was easy and	affordable.			
Average	Que	stio	17	5										ate questions to adopt a pet fro		ng an adoption.		•
Average	Que	stio	18	5										history of the				
Average	Que	stion	19	5												one calls and othe sily understood.	er contacts.	
Average	Que	stio	ı 10	5												and easily under	rstood.	
Average														o adopt anothe nend the AC sh		s/relatives as a go	ood place to ac	dopt a
Average	Que	stio	112	5							pet.		_	itisfaction with				

Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog

1

% Total Dog Adoptions 50%

Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat

1

% Total Cat Adoptions 50%

CSA Departmental Staff

Date Royd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	CSA Staff Comments
8/12/2010	4	5	4	4	4	5	5	4	5	4	4	
	5	5	5	5	5	5	5	5	5	5	5	
8/12/2010	3	5	5		5	J	J	5	J	J		
8/12/2010	5	5	5	5	5	5	5	5	5	5	5	Best it has ever been
8/13/2010	3	4	3	3	3	3	5	3	3	4	3	
8/16/2010	5	5	5	5	5	4	5	5	4	5	5	
8/17/2010	5	5	5	4	5	5	4	5	5	5	5	
8/17/2010	5	5	5	5	5	5	5	5	5	5	5	
Total Survey	s 7					tstand	ing					
Average Que Average Que		4.6 4.9			2=im	isfacto	nent N	eeded				
Average Que	stion 3	4.6	3				Ť					
Average Que	stion 4	4.4	1		Ques	tions						•
Average Que	stion 5	4.6	3							stration ect and		staff is responsive to my needs.
Average Que	stion 6	4.6	3		3. CS	A prov	vides ir	idividu	al atter	ntion to	my de	sy. partment. It issues concerning my department.
Average Que	stion 7	4.9	}		5. Pri	nted m	aterial	that I	receive	from C	SA sta	aff is easily understood.
Average Question 8		4.6	3									isily understood. ne monthly management team meetings.
Average Que	4.6	3		8. CS	A stafi	f respo	nds pro	mptly	to my q	uestio	ns, phone inquiries and other contacts. y and professionally.	
Average Que	stion 10	4.7	7		10. C	SA sta	ff adec	uately	suppos	rts the c	reation	n/revision of departmental policies and procedures. port you receive from CSA.
	- 45 1 1		,								· · P	

Average Question 11 4.6

Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9 Staff	Help	You*	Explain:	If Not**	If Not Explain:	Comments
8/16/2010	5	4	5	5	5	5	5	5	5						The staff in housing were very helpful they went out of their way to help me. You need to recognize their good work (maybe a luncheon) and I don't work here, or know the staff (like friends)
8/16/2010	5	5	5	5	5	5	5	4	5			I was approved for my first home!			
8/16/2010	5	5	5	5	5	5	5	5	5						I can't tell you how much I appreciate you putting a new roof on my house. don't know what I would have done without your help. Thank you.
8/16/2010	5	5	5	5	5	5	5	5	5						
8/16/2010	5	5	5	5	5	5	5	5	5						
8/16/2010	5	4	5	5	5	5	5	5	5			l was approved for the program		Food program	
Total Surv	eys	6										Rating			
Average Qu Average Qu Average Qu	esti	on :	2	2	5 1.7 5							5=Outstanding 4=Good 3=Satisfactory 2=Improvement Need 1=Unsatisfactory	led		
Average Qu	esti	on ·	4	Ę	5										
Average Qu	esti	011	5	Ę	5							Questions			
Average Qu	esti	on	6	ŧ	5							1. Housing staff treate		respect and courtesy. asy and understandable.	
Average Qu	esti	on '	7	Ę	5									lual attention to my issu	es.
Average Qu	esti	on !	8	4	1.8							4. Housing staff respondentacts.	nded prom	ptly to my questions, ph	one calls and other
Average Qu	esti	on !	9		5							5. Housing staff answ		estions both clearly and ained the paperwork I si	
Was Hous (Check in					le t	o he	elp y	out	•				on was prov ble).	rided to me regarding the	
Tot	al Y	es					6								th Housing Department.
% 1	Yes	Sta	ff I	Ielj	pΥ	ou	10	0%							

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 3

Probation

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation
8/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	My P.O. was a erson that I learn from and shes the best.
8/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	
8/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	
8/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	Mr. Story (happy face)
8/31/2010	5	5	5	5	5	5	5	5	5	4	5	5	
8/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	
Total Surveys	6				Ra	ting							
Average Ques	5			4=(Dutstar Good Satisfae	_							
Average Ques	tion 2	5						Neede	d				
Average Ques		5					factory						
Average Ques	tion 4	5											
					_	estion							
Average Ques		5										i courtes	
Average Ques	tion 6	5											tand what to expect of probation.
Assessed Outed	tion 7	E											n to my issues. system.
Average Ques	tion /	5										imely m	
Average Ques	tion 8	5											is, phone calls and other contacts.
Average Ques					7. 1	My Pro	bation	Office	r answ	ered m	questi	ons both	clearly and professionally.
													g the conditions of my probation.
Average Ques	tion 1	0 4.	.8										d future offenses.
												ne with n	ne.
Average Ques	1 5									tly loca		ce regarding your probation.	
	41 1	3 E			12.	rate y	our ov	Cian Sc	acioiaci	IOH WILL	ı your t	Aporton	or regulating your production.

Average Question 12 5

Transit

Date Revd	#1	#2	#3	#4	#5	#6	#7 i	#8 i	#9 Freq Pass Time	es/mo Trav Dr	How often	On time?	Why not?	Transit Comments
8/31/2010	5	5	5	5	5	5	5	5	5	5				I would be lost without the bus service and I don't drive. I enjoy riding the bus and do meet a lot of people. Very good
8/31/2010	5	5	5	5	5	5	5	5	5	3	Once a week o	or		Shuttle is wonderful!
8/31/2010	4		3	4	4	4				2				Wait too long.
8/31/2010	5	5	5	5	5	5	5	5	5	0				N/A
8/31/2010	5	5	5	5	5	5	5	5	5	0	If needed			SCT is a Godsend to me and others like me. The drivers feel like family not just doing a job. I pray things stay the same. You guys are doing a great service to a great need here!
8/31/2010	5	5	5	5	5	5	5	5	5	12				Excellent service for the community - thank you SCT!
8/31/2010	2	3	5	5	5	5	5	5	4	6				
8/31/2010	2	3	5	5	5	5	5	5	4	6	could be 1-4 times a month			
8/31/2010	5	5	5	5	5	5	5	5	5	4	4			Do not like the new telephone service.
8/31/2010	4	5	4	4	5	5	5	5	5	4	2 a month			Your drivers of office personnel is what makes everything outstanding. I don't like the fact everything has to be done on Tuesdays. Why does it take after you dial to be picked up.
8/31/2010	4	4			4	4				0				
8/31/2010	5				5	5			4	0				
8/31/2010	4	5	4	5	5	5	5	5	5	20	Whenever I need to go.			
8/31/2010	4	3	3	4	4	4	4	4	4	5				
8/31/2010	5	5	5	5	5	5	5	5	5	0	Not yet.			
8/31/2010	5	5	5	5	5	5	5	5	5	0				
8/31/2010	4	4	4	4	4	4	4	4	4	0				
8/31/2010	4	4	5	5	5	5	5	5	5	0				
8/31/2010	3	5	4	4	5	5	4	4	5	0				
8/31/2010	5	5	5	5	5	5	5	5	5	20				Your driver is a valuable, very responsible, obliging and helpful employee
8/31/2010	2	3	3	4	4	4	2	2	4	25				
8/31/2010	5	5	5	5	5	5	4	5	5	8				
8/31/2010	3	3	4	5	5	5	2	2	3	40				Work
8/31/2010	5	5	5	5	5	5	5	5	5	22	1-2 annually			No they are great as they are.
8/31/2010	5	5	5	5	5	5	5	5	5	0				
8/31/2010	3	3	3	3	3	3	3	3	3	0				

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Date Revd	#1	#2	#3	#4	#5	#6	#7	#8 #	9 Freq	Pass Times/mo	Trav Dr	How often	On time?	Why not?	Transit Comments
8/31/2010	5	5	5	5	5	5	5	5	5	10					Please keep up the good work, I love it.
8/31/2010	2	4	5	5	5	5	5	5		4		when needed			
8/31/2010	4	4	4	4	4	4	4	4	4	6		•			
8/31/2010	4	4	4	4	4	4	4	4	4	2					
8/31/2010	5	5	5	5	5	5	5	5	5	31					Noting when I ride I feel safe and I'm always on time.
8/31/2010	3	4	4	4	5	5	4	3	4	0					Need improvement scheduling rides
8/31/2010	4	5	4	4	5	5	4	3	4	12					
8/31/2010	5	5	5	5	5	5	5	5	5	0					
8/31/2010	5	5	5	5	5	5	5	5	5	4		One Month			
8/31/2010	5	5	5	5	5	5	5	5	5	4		1 month			No everyone is doing an awsome job.
8/31/2010	5	5	5	5	5	5	5	5	5	0					Johnnie M Reaves
8/31/2010	5	5	5	5	5	5	5	5	5	0					I love the bus.
8/31/2010	4	4	4	4	4	4	4	4	4	0					I am glad I have a way of getting around town. Thanks - Donna Pringle
8/31/2010	5	5	5	5	5	5	5	5	4	0					Doodnauth Nendlall
8/31/2010	4	5	3	4	5	5	5	5	5	0		Usually twice every 6 month	s		Should ask passengers not to use cell phones on Transit unless emergency, because most are overly loud - Joyce A. Freeman
8/31/2010	4	4	4	4	4	4	4	4	4	0					
8/31/2010	4	4	4	4	4	4	4	4	4	0					
8/31/2010	5	5	5	5	5	5	5	5	5	20					
8/31/2010	5	5	5	5	5	5	5	5	5	0					Nancy is good
8/31/2010	4	4	4	4	4	4	4	4	4	0					
8/31/2010	5	5	5	5	5	5	5	5	5	10		Every 2-3 months			
8/31/2010	5	5	4	4	5	5	5	5		0					Safe music, or reading material (Bibles or magazines)
8/31/2010	5	5	5	5	5	5	5	5	5	0		every 3 month	S		
8/31/2010	5	5	5	5	5	5	5	5	5	0					
8/31/2010	4	4	4	4	5	5	4	4	5	0					
8/31/2010	4	4			5	5	5	5	5	15		Yearly unless otherwise need	ded		So far so good!
8/31/2010	4	4	4	4	4	4	4	4	4	4		4			
8/31/2010	5	5	5	5	5	5	5	5	5	20					
8/31/2010	5	5	5	5	5	5	5	5	5	20					GOOD JOB
8/31/2010	5	5	5	5	5	5	5	5	5 -	0					Good Job
8/31/2010	5	5	5	5	5	5	5	5	5	3		1			Quicker pick up after appointments

Date Revd	#1	#2	#3	#4	#5	#6	# <i>7</i>	#8 :	#9 Fr	eq Pass Times/mo Trav Dr	How often	On time?	Why not?	Transit Comments
8/31/2010	4	4	4	4	4	4	4	4	4	6	twice a week			
8/31/2010	5	5	5	5	5	5	5	5	5	20				Keep up with the good work.
8/31/2010	4	4	4	4	4	4	4	4	4	2	2			
8/31/2010	5	5	5	5	5	5	5	5	5	4	1 per month			Denise is a fantastic person and is always helpful
8/31/2010	5	5	5	5	5	5	5	5	5	0				Our problem with doctor's appointments is that the doctor is in Citrus County and we live in Sumter County. I don't think you can help there - otherwise we appreciate our trips with you.
8/31/2010	4	5	4	5	5	5	5	5	5	18				
8/31/2010	4	4	4	5	5	5	5	5	5	0				Not so many on the bus at one time
8/31/2010	5	4	3		5	5	5		4	0				
8/31/2010	3	3	3	3	3	3	3	3	3	50				
8/31/2010	3	3	4	4	4	4	2	4	2	7	Once a month			I live in Lake Panasoffkee and feel trapped that I can't go anywhere except once a week shopping and to the doctorl
8/31/2010	5	5	5	5	5	5	5	5	5	12	Twice a year			Drivers are polite, cheerful, helpful and kind. I am greatful to receive this bus service. Thank you
8/31/2010	4	4	4	5	5	5	5	5	4	12	4 times a mon	th		Waiting too long for trip home. Getting to my appointments on time are good. Return trips are not good. I had to wait two hours for return trip home.
8/31/2010	3	2	5	5	5	5	5	5	4	8				Villages shuttle - either extend service to Spanish Springs/Hospital or coordinate services with other neighboring counties.
8/31/2010	2	2	4	5	5	5	4	4	4	0				The man I spoke with was hard to understand and I was disappointed from previous contacts. Leaving a message makes me nervious because I don't know if anyone got the message.
8/31/2010	4	5	4	5	5	5	5	5	5	3	Once a Month	1		Need more expanded schedule s in the past.
8/31/2010	4		3	4	4	4	4	4	4	0				
8/31/2010	5	5	5	5	5	5	5	5	5	5				
8/31/2010	3	4	4	5	5	5	5	5	4	7				
8/31/2010	4		4	4	4	4	4	4	4	40				
8/31/2010	1	1	4	4	5	5	5	5	4	20				Get new people in the office
8/31/2010	4	4	4	4	5	4	4	5	5	0	three times a week			Ruth Milliner
8/31/2010	5	5	5	5	5	5	5	5	5	0	3 times a weel	k		wish you cuold take us on holidays Jonney Pew

Date Revd	#1	#2	#3	#4	#5	#6	# <i>7</i>	#8 #	9 Freq	Pass Times/mo Trav Di	r How often	On time?	Why not?	Transit Comments
8/31/2010	3	4	3	3	5	5	5	5	3	0	mostly 3 times a week	:		I don't like the long ride back when I'm on the bus for more than an hour - Clifford Williams
8/31/2010	5	5	5	5	5	5	5	5	5	0	3 times a weel	K		I'm happy with everything - James Richardson
8/31/2010	5	5	5	5	5	5	5	5	5	0	5 days a week			I'm very thankful for SCT - Chip Gorman
8/31/2010	4	4	4	4	4	4	4	4	4	20				Jeffrey Zach
8/31/2010	5	5	5	5	5	5	5	5	5	0	5 day a week			I'm very happy - Kareem Brown
8/31/2010	4	4	4	4	4	4	4	4	4	0	5 days a week			Very happy - Charlotte Coffey
8/31/2010	3	3	3	3	3	3	2	3	3	0				I don't have doctor's appointments
8/31/2010	5	5	5	5	5	5	5	5	5	3				No - I'm so happy to be able to leave my house at all. I love the bus - Lise Millette
8/31/2010	4	4	4	5	5	5	4	4	4	2				
8/31/2010	4	4	4	5	5	5	4	4	5	4				
8/31/2010	5	5	5	5	5	5	5	5	5	0				We truly appreciate this service - I have not driven a car for 3 years - I'm so grateful - everyone (drivers) is so courteous and sweet.
8/31/2010	5	5	5	5	5	5	5	5	5	0				
8/31/2010	4	4	4	4	4	4	4	4	4	15	12 or 13			
8/31/2010	5	5	5	5	5	5	5	5	5	2				Grateful - Juanita P Snyder
8/31/2010	4	4	4	5	5	4	4	4	5	0				
8/31/2010	5	5	5	5	5	5	5	5	5	20				
8/31/2010	5	5	5	5	5	5	5	5	5	0				
8/31/2010	4	4	4	4	5	5	4	4	5	0				Jane A Gromling CAN
8/31/2010	4	4	4	4	5	5	4	4	4	5	5			
8/31/2010	2	4	4	4	4	4	5	5	4	0	3 times a weel	k		Your phone system pushing the buttons - I don't understand - Betty Grant
8/31/2010	5	5	5	5	5	5	5	5	5	0				
8/31/2010	5	1	4	3	5	4	3	4	4	0				

Total Surveys 101		I am a frequent passenger with SCT (Check mark indicates Yes)
Average Question 1	4.2	Frequent Passenger 95
Average Question 2	4.4	% of passengers frequent 94%
		Total Times Per Month 632
Average Question 3	4.4	Average Times per Month 6.7
Average Question 4	4.6	·
Average Question 5	4.7	
Average Question 6	4.7	I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)
Average Question 7	4.5	Total who travel to Dr. outside county 49
Average Question 8	4.6	% of passengers to Dr. outside county 49%
Average Question 9	4.5	
Rating		
5=Outstanding		When I travel to doctors' appointments outside of the County,
4=Good		When I travel to doctors' appointments outside of the County,
3=Satisfactory		I get there on time (Check mark indicates Yes)
2=Improvement Need	ed	Total who travel to Dr. outside County, on time 45
		% of passengers to Dr., on time 92%
Questions		% of passengers to Dr., on time

Questions

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.
- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.
- 5. My driver was helpful and courteous.
- 6. My driver was careful and safe.
- 7. I get picked up for my appointment on time.
- 8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

Bushnell Public Library 1-5

Date Revd 1 5 5 B A B D S A F D D A B S S Use For	#3 #3 Comment	# # # # 4 Comment	# 5 # 5 Comment
neofThes. isalize dv.Mlork dv.Mlork ultProgra enProgra idProgra idProgra compute grazines grazines grazines uscaners Ds uscaners t Regular month ugek gweek		Not Loo No Yes	
8/3/2010	3 Always has new books		3 Always friendly and helpful
8/9/2010	2	V	3
8/31/2010	3		3
8/31/2010	2	Z	1
8/31/2010 V V reading	 Best use of tax dollars! (access to info, books, reference) 	Like gratis bookmarks-thank you.	2 M.E.= most personable, helpful.

onth onth onth onth onth onth onth onth	Thes is a control of the control of	#3 #3 Comment #4 A Comment #5 #5 Comment
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1. How often do you visit the library?

Total One to three times	2	Percent Total Surveys	40%
Total At least once	2	Percent Total Surveys	40%
Total Less than once	1	Percent Total Surveys	20%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	5		Percent Total Surveys	100%	6
Total Audio Books	1		Percent Total Surveys	20%	
Total Music CDs	2		Percent Total Surveys	40%	
Total DVDs	3		Percent Total Surveys	60%	
Total Newspapers	2		Percent Total Surveys	40%	
Total Magazines	3		Percent Total Surveys	60%	
Total Use Computer	4		Percent Total Surveys	80%	
Total Attend Child Progra	ms	0	Percent Total Surv	eys	0%
Total Attend Teen Program	ns	0	Percent Total Surv	eys	0%
Total Attend Adult Progra	ms	0	Percent Total Surv	eys	0%
Total Study or Work Spac	e	1	Percent Total Surv	eys	20%
Total Socialize		2	Percent Total Surv	eys	40%
Total None of these		0	Percent Total Surv	eys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.4

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	5	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 2.4

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Rcvd	6Summer 6Child	6Compute	6None 6Adult	7Teen 7Child	7Compute 7Adult	70ther	Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	25-39	56+	Additional comment
8/3/2010							Our boy likes to come in and play the games you use to have.	ıd	3	3	3	Usually use my own computer and the wireless. Thank you! Also like the availability of wireless use on book mobil.	<u> </u>	V	(2) [✓	We travel all over the country (usually Bushnell in the summer) and this has every library beat - except Congress, AZ which is really good also.
8/9/2010)()		2	2	2	2						V	I miss Tina and her staff. They made me feel more welcome and relaxed. The new staff is fine, they're just not very friendly or community involved.
8/31/2010		v						3	3	3	3	V 100 000 000 000 000 000 000 000 000 00		V	V			awesome
8/31/2010								2	3	3	2			V	✓ [V	All the library staff are very helpful in everyway, helping me all they can.
8/31/2010							Add to book collection (non-fiction especially)	2	2	2	2	Number of books, not very satisfied.						(Previous environment (city) more conducive to community building/interaction.) Emphasize: Love of reading books, especially for children. Appreciate new rug and front desk. Like expanded Thursday night hours. Thank

Monday, October 18, 2010 Page 1 of 2

Date Rcvd Computers Tother Comment Size Scomment	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	2	Percent Total Surveys	40%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	3	Percent Total Surveys	60%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys	20%
Total #7 Teen Programs Events	1	Percent Total Surveys	20%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #7 Other	2	Percent Total Surveys	40%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.25	3 Very Satisfied 2 Satisfie	d 1 Not Very Satisfied
Average Cleanliness	2.6	3 Very Satisfied 2 Satisfie	d 1 Not Very Satisfied
Average Furniture/Furnishings	2.6	3 Very Satisfied 2 Satisfie	d 1 Not Very Satisfied
Average Number of Computers	2.4	3 Very Satisfied 2 Satisfie	d 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	0	Percent Total Surveys	0%
	Total Female	5	Percent Total Surveys	100%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	1	Percent Total Surveys 20%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	4	Percent Total Surveys 80%

E C Rowell Library 1-5

NoneofThes Socialize Study/Nork AdultProgra TeenBrogra ChildProgra LiseCompute Magazines Newspapers Newspapers DVDs AudioBooks Books Books AudioBooks Howeek 1-3/week	# 3 #	3 Comment	# 4 Comment # 4 No # 4 No # 4 Yes	# 5	# 5 Comment
8/31/2010	3			3	
8/31/2010	3			3	All are very helpful, plesant and good attitude.
8/31/2010 VVV to pay my at&t bill it will not let me pay.	2		V	3	very good
8/31/2010	2	I think that there should be more up to date material.	V	3	
8/31/2010	3		V []	3	
8/31/2010 V V V N none	3			3	

Monday, October 18, 2010 Page 1 of 2

Date Revid # 3 # 3 Comment Wone for # 3 # 3 Comment None of The Study Work Adult Prount Child Prount Lise Communite Machines Not Resultar Audio Books Books Books J. Woek 1-3/week	# # # # 4 Comment # 5 # 5 Comment # 4 No
--	--

1. How often do you visit the library?

Total One to three times	4	Percent Total Surveys	67%
Total At least once	3	Percent Total Surveys	50%
Total Less than once	1	Percent Total Surveys	17%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

4		Percent Total Surveys	67%	
0		Percent Total Surveys	0%	
2		Percent Total Surveys	33%	
5		Percent Total Surveys	83%	
1		Percent Total Surveys	17%	
1		Percent Total Surveys	17%	
4		Percent Total Surveys	67%	
ms	1	Percent Total Surve	eys	17%
ns	0	Percent Total Surve	eys	0%
ms	0	Percent Total Surve	evs	0%
e	1	Percent Total Surve	eys	17%
	1	Percent Total Surve	eys	17%
	0	Percent Total Surve	evs	0%
	0 2 5 1 1 4 ms	0 2 5 1 1 4 4 ms 1 ms 0 ms 0 e 1 1	0 Percent Total Surveys 2 Percent Total Surveys 5 Percent Total Surveys 1 Percent Total Surveys 1 Percent Total Surveys 4 Percent Total Surveys ms 1 Percent Total Surveys ms 0 Percent Total Surve ms 0 Percent Total Surve	0 Percent Total Surveys 0% 2 Percent Total Surveys 33% 5 Percent Total Surveys 83% 1 Percent Total Surveys 17% 1 Percent Total Surveys 17% 4 Percent Total Surveys 67% ms 1 Percent Total Surveys ms 0 Percent Total Surveys ms 0 Percent Total Surveys

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.67

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes 6 Percent Total Surveys 100%

Total Question 4 Not Look Today 0 Percent Total Surveys 0%

Total Question 4 Not Look Today 0 Percent Total Surveys 0%

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

E C Rowell Library 6-10

Date Rcvd Comment Date Rcvd Child Compute	Size	Cleanlines	Furniture	Computers	8Comment	Male	18-24 Under 18 Female	56+ 40-55 25-39	Additional comment
8/31/2010 🗸 🗸 🗆 🗆 🗆 🗸 🗸 🗆 🗆	3	3	3	3			y y [You need more parking please.
8/31/2010	2	2	2	2					I enjoy all aspects of the great atmosphere. Everyone is always so helpful and patient. Thanks to everyone.
8/31/2010	2	3	3	1		V			
8/31/2010	2	3	2	1		V			I know that the Webster Library isn't as big as the Bushnell Library, so to compensate I feel the labtops that can be rented out but only used inside the library would be a great idea and more people could get things accomplished.
8/31/2010	3	3	3	3					It would be nice put in another carpet.
8/31/2010	3	3	3	3	adult needs privacy screen	V	V V		

Page 1 of 2

Date Revd Compute 6 Summer 6 Summer 6 Summer 6 Summer 6 Summer	25-39 18-24 Under 18 Female Male Computers Furniture Cleanlines Size	Additional comment
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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys 17%
Total #6 Summer Reading Program	1	Percent Total Surveys 17%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	0	Percent Total Surveys 0%
Total #6 None of These Programs	4	Percent Total Surveys 67%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	2	Percent Total Surveys 33%
Total #7 Teen Programs Events	1	Percent Total Surveys 17%
Total #7 Adult Programs Events	2	Percent Total Surveys 33%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys 17%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.83	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.67	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.17	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	3	Percent Total Surveys	50%
	Total Female	4	Percent Total Surveys	67%

How old are you?

Total Under 18	1	Percent Total Surveys 17%
Total 18-24	2	Percent Total Surveys 33%
Total 25-39	2	Percent Total Surveys 33%
Total 40-55	1	Percent Total Surveys 17%
Total 56+	0	Percent Total Surveys 0%

Library on Wheels 1-5

Use For NoneofThes Socialize Shids/Work AdultProgra TeenProgra ChildProgra LiseCompute Magazines MusicCDs AudioBooks Not Regular Sumenth Liweek 1-3/week	# 3 [# 3 Commen	## ## # 4 Comme	ent # 5 # 5 Comment
8/4/2010	3	2	3 Greatest service ever!
8/4/2010	2 Nice and convenien	t 🔽 🗀	3
8/31/2010	2 I would like have more books ava	audio	 Request for books I like provided quickly.
8/31/2010	3	V	3
8/31/2010	3		3
8/31/2010	3	V	3
8/31/2010	3	▼	3

Page 1 of 2

Use For #3 # 3 Comment NoneofThes Socialize Shidk/Work AdultProgra ChildProgra LiseCompute Magazines Not Regular AudioBooks Books Not Regular Almonth Liweek 1-3/week	# # # 4 Comment # 5 # 5 Comment
---	---------------------------------

1. How often do you visit the library?

Total One to three times	5	Percent Total Surveys	71%
Total At least once	2	Percent Total Surveys	29%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

5		Percent Total Surveys 7	1%	
1		Percent Total Surveys 1	4%	
1		Percent Total Surveys 1	4%	
5		Percent Total Surveys 7	1%	
3		Percent Total Surveys 4	3%	
2		Percent Total Surveys 2	9%	
3		Percent Total Surveys 4	3%	
ıs	0	Percent Total Survey	¹S	0%
s	0	Percent Total Survey	ıs	0%
15	0	Percent Total Survey	s	0%
	1	Percent Total Survey	s	14%
	1	Percent Total Survey	'S	14%
	0	Percent Total Survey	rs	0%
	1 1 5 3 2 3	1 1 5 3 2 3 as 0 as 0 1 1	1 Percent Total Surveys 1 1 Percent Total Surveys 1 5 Percent Total Surveys 7 3 Percent Total Surveys 4 2 Percent Total Surveys 4 2 Percent Total Surveys 4 3 Percent Total Surveys 4 1 Percent Total Survey 1 Percent Total Survey 1 Percent Total Survey 1 Percent Total Survey 1 Percent Total Survey	1 Percent Total Surveys 14% 1 Percent Total Surveys 14% 5 Percent Total Surveys 71% 3 Percent Total Surveys 43% 2 Percent Total Surveys 29% 3 Percent Total Surveys 43% 15 O Percent Total Surveys 43% 16 Percent Total Surveys 1 1 Percent Total Surveys 1 1 Percent Total Surveys 1 1 Percent Total Surveys 1

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.71

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	7	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

Date Reve	6Adult 6Compute 6Teen 6Summer 6Summer	70ther 7Compute 7Adult 7Teen 7Child 6None	70ther Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
8/4/2010			More DVD's	3	3	3	3	Just couldn't be any better!	V							Please keep this Library coming to CCC.We could not get along without it since we both are very old.
8/4/2010			Computer classes at Bushnell	3	3	3		Recliners would be nice.	V	[] [y	
8/31/2010				2	3	2	2									I think elderly patrons would appreciate more audio book choices. Some have problems reading, Listening to books would help keep bed ridden or handicapped patients occupied also.
8/31/2010				3	3	3	3			V	'			V		
8/31/2010)	3	3		2	Workers on LOW very friendly and helpful		V	· [•) [_				Thank you for providing the opportunity to those who cannot get to a library.
8/31/2010]	3	3	3	3	none	V] [_]			Can you order regular xbox games?
8/31/2010				3	3	3	2				·					We enjoy seeing the library on wheels at our school every week. The children enjoy the story time and checking out books for themselves.

Date Revel of Teen Date Revel of Teen Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
---	--

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	3	Percent Total Surveys 43%
Total #6 Summer Reading Program	2	Percent Total Surveys 29%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	0	Percent Total Surveys 0%
Total #6 None of These Programs	4	Percent Total Surveys 57%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys 14%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	1	Percent Total Surveys 14%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys 29%
Total #7 Other	2	Percent Total Surveys 29%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.86	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	3	Percent Total Surveys	43%
	Total Female	4	Percent Total Surveys	57%

How old are you?

Total Under 18	1	Percent Total Surveys 14%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	3	Percent Total Surveys 43%
Total 56+	3	Percent Total Surveys 43%

Panasoffkee Library 1-5

Use For NoneofThe Socialize Study/Work AdultProst ChildProst UseCommun Magazines Newspape DVDs MusicCDs AudioBook Not Result	# 3 # 3 Comment	# 4 Comment # 4 No 1L	# 5 # 5 Comment
8/31/2010	3	₩	3
8/31/2010	3	V	0 Excellent customer service
8/31/2010	3 would hate to live without or library.		They are grand, friendly, helpful, faithful in assisting.
8/31/2010	3		3
8/31/2010	3	☑ □	3 Staff very friendly and helpful
8/31/2010	3	V	3

|--|

1. How often do you visit the library?

Total One to three times	4	Percent Total Surveys	67%
Total At least once	2	Percent Total Surveys	33%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	5		Percent Total Surveys 83	3%
Total Audio Books	0		Percent Total Surveys 09	%
Total Music CDs	1		Percent Total Surveys 17	7%
Total DVDs	3		Percent Total Surveys 50	0%
Total Newspapers	0		Percent Total Surveys 09	%
Total Magazines	1		Percent Total Surveys 17	7%
Total Use Computer	2		Percent Total Surveys 33	3%
Total Attend Child Prog	grams	1	Percent Total Survey.	s 17%
Total Attend Teen Prog	rams	0	Percent Total Survey.	s 0%
Total Attend Adult Prog	grams	1	Percent Total Survey.	s 17%
Total Study or Work Sp	ace	0	Percent Total Survey.	s 0%
Total Socialize		2	Percent Total Survey.	s 33%
Total None of these		0	Percent Total Survey.	s 0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	6	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 2.5

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

70ther 70ther 77compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
8/31/2010	a christian womens club	3	3	3	3	This library is always in ship shape.	
8/31/2010		3	3	3	3		great people at Panasoffkee Branch.
8/31/2010	computer classes after 1pm	3	3	3	3	This library (Lake Panasoffkee, FL) is a marvelous resource for our little town.	A cool, friendly enviroment in summer, a warm congenial oasis in winter. Please be assured that this is a huge resource for us here in Lake Panasoffkee, and we love it here. Thank you. A senior citizen who cares.
8/31/2010		3	3	3	3		
8/31/2010		3	3	3	3		Avid-reader-have been using the Lake Panasoffkee library for many, many years.
8/31/2010		1	2	2	2		Need storage space for staff materials, private office for librarian, individual study/computer rooms.

Monday, October 18, 2010 Page 1 of 2

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys 17%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	1	Percent Total Surveys 17%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	2	Percent Total Surveys 33%
Total #6 None of These Programs	2	Percent Total Surveys 33%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

0	Percent Total Surveys	0%
0	Percent Total Surveys	0%
1	Percent Total Surveys	17%
1	Percent Total Surveys	17%
1	Percent Total Surveys	17%
	0	0 Percent Total Surveys 1 Percent Total Surveys

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.67	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys	17%
	Total Female	5	Percent Total Surveys	83%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	1	Percent Total Surveys 17%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	5	Percent Total Surveys 83%

Villages Library 1-5

Date Revd Use For Massacial Works Use For DVD Use Fo	#3#.	3 Comment	# # # 4 Comment	# 5	# 5 Comment
Use For NoneofThes Scialize Schidv/Work Adult/Progra TeenProgra Child/Progra LiseConsulte Magazines Newspaners Not Regular (1/month 1/week 1-3/week			Not Loo No		
8/31/2010	2			3	
8/31/2010	3			3	
8/31/2010	2			2	
8/31/2010	2		V (1)	2	
8/31/2010	3	But more copies of some popular "new" books would be good.	V	3	
8/31/2010	3			3	
8/31/2010 Go to get books 2xmonth	3			3	
8/31/2010	3		7	3	
8/31/2010	3			3	
8/31/2010	3			3	
8/31/2010	3			3	
8/31/2010	3		V (()	3	
8/31/2010	3		V	3	The very best!
8/4/2010	3			3	
8/5/2010	3			3	
8/3/2010	3			3	
8/5/2010	3		☑ □	3	They are so knowledgeable and patient when I need help.
8/9/2010	3			3	
8/9/2010	1	DVD selection is very poor.	2	3	
8/6/2010	3			3	
8/6/2010	2		VII	3	

Date Revd T K ABBERRE BORRE GRANGE Use For	# 3 # 3	Comment	#######################################	4 Comment	# 5 #	\$ 5 Comment
NoneofThes Socialize Shidv/Work AdultProgra TeenProgra ChildProgra LiseCompute MusicCDs AudioBooks Not Regular / 1/month 1/week		Comment	A Not Loo			
8/12/2010	3				3	
8/12/2010	3				3	
8/16/2010	3				3	
8/26/2010	3		v		3	
8/31/2010	3		V		3	
8/31/2010	3				3	
8/31/2010	3				3	The staff is extremely pleasant and helpful at all times.
8/31/2010		I'd like Library to have newer best sellers available (as soon as they are publicly available in stores).			3	
8/31/2010	2				3	
8/31/2010	3				3	
8/31/2010	2		Y		3	
8/31/2010	3				3	They are great!
8/31/2010	3				3	Absolutely excellent staff.
8/31/2010	3	Librarians are very helpful and cheerful when helping me locate materials.			3	
8/31/2010	3				3	
8/31/2010	2		V		3	
8/31/2010	3				3	
8/31/2010	1	Books - never enough - have to order often - ery frustrating!!!!		Have had to order books from other libraries at least 20 times!!!!	3	

Date Revd S S B B B B B B B B B B B B B B B B B	#3 #3 Comment #5 #5 Comment #5 #5 Comment
neo. ciali dxi. dxi. dxi. dxi. dxi. dxi. dxi. dxi	No No
CDb. CDb. CDb. CDb. CDb. CDb. CDb. CDb.	\$ E
[

1. How often do you visit the library?

Total One to three times	7	Percent Total Surveys	18%
Total At least once	20	Percent Total Surveys	51%
Total Less than once	6	Percent Total Surveys	15%
Total Not on regular basis	5	Percent Total Surveys	13%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	38		Percent Total Surveys	97%	
Total Audio Books	2		Percent Total Surveys	5%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	2		Percent Total Surveys	5%	
Total Newspapers	3		Percent Total Surveys	8%	
Total Magazines	5		Percent Total Surveys	13%	
Total Use Computer	5		Percent Total Surveys	13%	
Total Attend Child Program	าร	1	Percent Total Surv	eys	3%
Total Attend Teen Program	s	0	Percent Total Surv	eys	0%
Total Attend Adult Program	18	1	Percent Total Surv	eys	3%
Total Study or Work Space		0	Percent Total Surv	eys	0%
Total Socialize		0	Percent Total Surv	eys	0%
Total None of these		1	Percent Total Surv	eys	3%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.69 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	34	Percent Total Surveys	87%
Total Question 4 No	2	Percent Total Surveys	5%
Total Question 4 Not Look Today	2	Percent Total Surveys	5%

5. The library staff was responsive to my needs.

Average #5 2.95 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther Comment	Cleanlines	Furniture	Computers	8Comment	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comment
8/31/2010	3	3 3	2	2				•
8/31/2010	2	2 3	2	2	Could use moe seating area.			Staff is very nice and professional.
8/31/2010	2	2	2	0				
8/31/2010	2	2 2	2	2				
8/31/2010	2	2 3	3	0				
8/31/2010	We have been here 3 months & would like computer courses	3 3	3	2		Y		
8/31/2010	3	3	3	0	70.5			Love the Library!
8/31/2010	3	3	3	2		✓		1 - Outstanding staff! 2 - We should have a e-books we can check out - it would be great!!
8/31/2010	3	3	3	0	Do not use computers			I have no complaints. The Librarians are always helpful and friendly.
8/31/2010	2	2 2	2	2				
8/31/2010	2	2 3	3	2	Feel the magazines are not as neat or as many as when the library first opened.			
8/31/2010	2	? 3	3	2		~		
8/31/2010	3	3 3	3	3		V		Cannot say enough for the people who work there!!!
8/4/2010	2	2 3	2	3				
8/5/2010	2	2 2	2	2				
8/3/2010	0	0	0	0		V		

Date Reva	601	6Teen	900	6Adult	6None	7Child	7Teen	7Adult	700	70ther	70tl	ier (Com.	ment	Size	Cle	Fur	Cor	80	Comment	Male	Female	Under	18-24	-52	40-	56+	Additional comment
	iild	6Teen	6Compute	iult	ne	ild	ел	lult	7Compute	her					, ,	Cleanlines	Furniture	Computers			w.	nale	ler 18	24	39	55	-	
8/5/2010															3	3	3	0				V						I have been a professional artist all my adult life and very busy. Now I am retired and enjoy reading and listening to the audio books while I work. I never seemed to have the time and since the library is so convenient and everyone is helpful and nice to me when I'm there.
8/9/2010															3	3	3	3	ä	l intend to take a computer course.		~	'					I love this library - people always helpful and pleasant. Most important it is a great source of reading material.
8/9/2010							The state of the s								2	3	2	2	!			V) (As we are part time residents of The Villages we bring our grandchildren to the children's programs in the summer. They always have a great time. I enjoy my computer time. Congrats.
8/6/2010					v										3	3	3	0)			V	V				v	
8/6/2010		<u> </u>][]		[]										2	3	2	0)			~					V	Need more copies of best sellers.
8/12/2010					V					V				ading o		3	3	3	1		V	<u> </u>][[]				V	
8/12/2010					✓										3	3	3	2	?		V	[][_]				✓	Please consider buying more new books.
8/16/2010								V							3	3	3	3	i i	When calling to say your requested book is in, please name book title.		V					V	Staff is always helpful, personable, smiling. What a tribute to the Villages Library.
8/26/2010								(1)							3	3	3	3	ļ	- 1110		V	'				v	
8/31/2010					V										2	3	3	2	:			V					V	
8/31/2010					V										2	3	3	0)			V	V				V	

Date Reva	6Child	6Summe.	6Toon	6Compute	6None	/Child	Heen	7Adult	7Compute	70ther	70	Othe	er Ce	omme	ent	Size	Cleanlines	Furniture	Computers	80	Comment	Male	Female	7	Inder	18-24	25-39	40-55	56+	Additional comment
		ier	200	Into					ute								ines	<i>Ire</i>	ters				(0		1,8					
8/31/2010											raneary .					3	3	3	0)				Z] {					✓	I am very happy with the Stumter County library at The Villages. I use the book hold/request service offered over the internet which is a fantastic convenience - Thank you - Barbara
8/31/2010][][] [3	3	3	2				(V	<i>(</i>) {	y][Y	The staff memebers are wonderfull (Vllages Branch)
8/31/2010					•]					3	3	3	0		Don't use the computers		V		y] [✓	Wish more recent fiction books were available rather than having to special order them.
8/31/2010) [) []						2	3	2	0	ı			ĺ,	2] [y)[The new arrival section is misnamed. I seldom find a really new book. Most are 2-4 or more years old.
8/31/2010			· · · · · · · · · · · · · · · · · · ·) <u>(</u>	3 [Total Control				l n	/lore	∍ bod	oks av	vailab	le2	2	2	2				<u> </u>		V [V	I am so very grateful to finally have a library in Sumter County (where I live). Yes, I wish it were larger, but I'm very grateful to have it at all.
8/31/2010][] 🗸] [][] 🗸								3	3	3	3				V		V)[✓	I am so pleased that the library is convenient. I love going there.
8/31/2010					V		JE									3	3	3	3				V		?][V	
8/31/2010					V	ī		V	V		В	łook	k talk	KS		2	2	2	0				V		/				V	
8/31/2010](][V] [3	3	3	3				V	7	/				✓	Staff is always friendly - Nice atmosphere.
8/31/2010							THE STATE OF THE S	Vegettation				2000				3	3	3	3				V	7	V) [V	The required reading books my grand daughters needed were not in stock, but they were ordered for them. Try and communicate w/The Charter School to see what is required.
8/31/2010					V			•	V							3	3	3	3			V] [√]	

70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Summer 6Child	Other Comment	80 Computers Computers Furniture Cleanlines Size	40-55 25-39 18-24 Under 18 Female Male	Additional comment
	More books!	2 3 3 2		For this size of community, this library lacks the availability of books - I donated books often, but ehy seldom found their way to the shelves - Very, very disappointed in the quality of reading material.
Total Surveys 39				
Please indicate which programs (Please check all that apply.)	you have part	icipated in during the p	past 12 months.	
Total #6 Children Programs Events	1 <i>P</i>	Percent Total Surveys 3%		
Total #6 Summer Reading Program	0 <i>F</i>	Percent Total Surveys 0%		
Total #6 Teen Programs Events	0 P	Percent Total Surveys 0%		
Total #6 Computer Classes/Workshops	1 P	Percent Total Surveys 3%		
Total #6 Adult Programs Events		ercent Total Surveys 0%		
Total #6 None of These Programs	33 p	Percent Total Surveys 85%		
7. Please check any areas below w (Please check all that apply.)	yhere you wou	ld like to see more pro	grams offered at the i	library.
Total #7 Children Programs Events	0	Percent Total Surveys 0%		
Total #7 Teen Programs Events	0	Percent Total Surveys 0%		
Total #7 Adult Programs Events		Percent Total Surveys 21%		
Total #7 Computer Classes/Workshops	_	Percent Total Surveys 13%		
Total #7 Other	1	Percent Total Surveys 3%		
8. Please rate your satisfaction wi	th the physica	I facility of this library.	<i>:</i>	
Average Size 2.49	3 Very Sa	tisfied 2 Satisfied 1 Not Very	Satisfied	
Average Cleanliness 2.77	3 Very Sa	tisfied 2 Satisfied 1 Not Very	Satisfied	
Average Furniture/Furnishings 2.62	3 Very Sa	tisfied 2 Satisfied 1 Not Very	Satisfied	
Average Number of Computers 1.62	3 Very Sa	tisfied 2 Satisfied 1 Not Very	Satisfied	
Please tell us about yourself.				
Are you: Total Male 8	Percent	Total Surveys 21%		
Total Female 31	Percent	Total Surveys 79%		
How old are you?				
Total Under 18 0	Percent	Total Surveys 0%		
Total 18-24 0	Percent	Total Surveys 0%		
Total 25-39 0	Percent	Total Surveys 0%		
Total 40-55 0	Percent	Total Surveys 0%		

Facilities Maintenance Helpdesk Survey Report

August 2010

Requestor	Work Order#	Additional Comments	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
Wise, Jimmy	WRQ 03236		Good	Good	Good	Good	Good	8/26/2010	David Wilkes
webstercirc (Webster Library)	03295		Good	Good	Good	Good	Excellent	8/24/2010	Lamar Sowell
Purvis, Sandra	WRQ-03253		Good	Excellent	Excellent	Excellent	Excellent	8/19/2010	Robert Tharney
Morrison, Chris	3269	As always, great service.	Excellent	Excellent	Excellent	Excellent	Excellent	8/18/2010	Lamar Sowell
Morrison, Chris	3260	Freddie was in the area and went out of his way to render the problem even before the helpdesk has been placed. Thanks a billion!!!!		Excellent	Not Applicable	Excellent	Excellent	8/17/2010	Freddie Fudge
Taylor, Amanda	WRQ-03217	The guys are always so helpful. Thank you.	Excellent	Excellent	Not Applicable	Excellent	Excellent	8/6/2010	Robert Tharney

Requestor	Work Order #	Additional Comments As normal, its a pleasure working with your department.	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
Torchia, Dan	WRQ-03182	Danny	Excellent	Excellent	Excellent	Excellent	Excellent	8/5/2010	Robert Tharney